



# CITY OF HOUSTON

## Job Posting

1	<b>Applications accepted from:</b>	ALL PERSONS INTERESTED
2	<b>Job Classification</b>	SENIOR CUSTOMER SERVICE CLERK
3	<b>Posting Number</b>	PN# 112600
4	<b>Department</b>	FINANCE & ADMINISTRATION
5	<b>Division</b>	Regulatory Services
6	<b>Section</b>	Commercial Permitting and Enforcement
7	<b>Reporting Location</b>	611 Walker, 2 <sup>nd</sup> Floor
8	<b>Workdays &amp; Hours</b>	M - F, 8:00 A.M – 5:00 P.M.*
		*Subject to change
9	<b><u>DESCRIPTION OF DUTIES/ESSENTIAL FUNCTIONS</u></b> Performs basic research and gathers necessary information to resolve customer problems and respond to inquiries via mail, telephone and personal contact. Performs data entry activities to update customer accounts within authorized limits. Receives and verifies completeness and accuracy of requests from customers. Processes applications utilizing a computer terminal. Provides information about City services, ordinances, policies, procedures and fees. Assist walk-in customers with applications; receives incoming telephone calls, responds to routine inquiries concerning permit and license applications. Collects information to generate reports and activity logs. Performs other duties as assigned.	
10	<b><u>WORKING CONDITIONS</u></b> The position is physically comfortable.	
11	<b><u>MINIMUM EDUCATIONAL REQUIREMENTS</u></b> Require a high school diploma or a GED.	
12	<b><u>MINIMUM EXPERIENCE REQUIREMENTS</u></b> One (1) year of clerical/customer service experience is required.	
13	<b><u>MINIMUM LICENSE REQUIREMENTS</u></b> None	
14	<b><u>PREFERENCES</u></b> Demonstrated experience in a license or permit-processing environment.	
15	<b><u>SELECTION/SKILLS TESTS REQUIRED</u></b> None	
16	<b><u>SAFETY IMPACT POSITION</u></b> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If yes, this position is subject to random drug testing and if a promotional position, candidate must pass an assignment drug test.	
17	<b><u>SALARY INFORMATION</u></b> Factors used in determining the salary offered include the candidate’s qualifications as well as the pay rates of other employees in this classification. The salary range is:  <div><b><u>Salary Range - Pay Grade 12</u></b> \$789 - \$1,102 Biweekly    \$20,514 - \$28,652 Annually</div>	
18	<b><u>OPENING DATE</u></b>	August 16, 2006
19	<b><u>CLOSING DATE</u></b>	August 22, 2006
20	<b><u>APPLICATION PROCEDURES</u></b> Original applications and resumes only are accepted and must be received by the Human Resources Department during posting opening and closing dates shown, between 9:00 a.m. and 4:30 p.m. at 611 Walker, 1 <sup>st</sup> Floor. For application status inquiries, please call 713.837.9249. <b>All new and rehires must pass a pre-employment drug test and are subject to a physical examination and verification of information provided. If assistance is needed, our TDD phone number is (713) 837-9471.</b>	
	An equal opportunity employer	